

**INFORMATION TECHNOLOGY SUPPORT SERVICES
PRE-PROPOSAL CONFERENCE QUESTIONS AND RESPONSES
(OCTOBER 20, 2010)**

Question/Comment 1 (SIR Section B):

In Section B, the CLIN structure is the same for each year. For example, CLIN 8 is used for the base year and each option year for the task order 0001 price. Should different CLINs for task order 0001 price be used?

Response: The CLIN structure is fine as is.

Question/Comment 2 (SIR Section B):

Page 6, CLIN 2.52. This line item identifies the requirement for a Systems Engineer. The PWS does not include a corresponding requirement for a Systems Engineer. Please clarify the requirement for a Systems Engineer in both the CLIN structure (and all Option periods) and the PWS. If the Systems Engineer labor category is included in the PWS, please state the education and experience requirements.

Response: You are correct; there is no requirement for a Systems Engineer in the PWS. Paragraph B.3 (b) of the solicitation speaks to skill categories that list a quantity of 1 each. CLIN 2.52 falls within the purview of that clause however, since there is no clarification in the PWS as to the requirements of that skill category, the skill category will be removed from the Section B.

Question/Comment 3 (SIR Section B):

Page 36, Section B.3 (c). The SIR states that "Potential offers are to submit a price proposal and an explanation of proposed technical approach for CLINS 8 through 15 for the Base Period and all Option periods." This states a requirement for a technical approach. However, this requirement is not addressed in Section L or M, providing Offerors guidance on how and where to incorporate this response into the proposal.

- a. Do you want this technical approach for B.3 (c) in the Price Proposal?
- b. Do you want this technical approach in Volume IV and, if so, where do you want it located?
- c. Do you have a desired format for this approach?
- d. Does this count as part of page count?

Response: The technical approach for CLINs 8 through 15 should be included as supporting information for the price proposal for the respective CLINs. The technical approach for the subject CLINs is **not** part of Volume IV, Technical Proposal but **should be included** in Volume VI Cost or Price Proposal.

Attch 1

Question/Comment 4 (SIR Section L.3 (e)):

Page 83, Section L.3 (e). Please confirm the following items are not included in the page count requirements: Title page, Table of Contents, Lists of Figures and Tables, Glossary of Key Words and Acronyms, Cross Reference Matrix, and List of Tables and Drawings.

Response: Title page, Table of Contents, Lists of Figures and Tables, Glossary of Key Words and Acronyms, Cross Reference Matrix, and List of Tables and Drawing **are not** included in the page count requirements.

Question/Comment 5 (SIR Provision L.4)

Page 84, Section L.4. Are resumes included in the page count requirement?

Response: Resumes **are not** included in the page count requirement.

Question/Comment 6 (SIR Provision L.6)

Page 86, Section L.6(c). The SIR states that the Technical Proposal's page limit does not apply to "Title Pages, exhibits, resumes, or quality plan." Please clarify what types of documents are included in the term "exhibits"?

Response: The draft Quality Control Plan and resumes are definitely exhibits that are not subject to the page count requirement. It is not possible at this time to definitively identify what exhibits are not subject to the page count requirement so if there is a question on a specific exhibit, please submit the question in writing to the contracting officer for consideration.

Question/Comment 7 (SIR Provision L.6)

Page 87, Section L.6 (d). This paragraph is requesting data on subcontractor responsibilities and qualifications. Please identify where within Volume IV Technical Proposal, Offerors are to provide our approach for "... achieving subcontracting goals, how the specific subcontractor was determined and the percentage of work to be performed by the subcontractor".

Response: Provision L.6 (d) will be rewritten to remove the requirement for offerors to provide their approach for achieving subcontracting goals as this information is to be provided as part of the Subcontracting Plan which is to be provided in Volume III).

Question/Comment 8 (SIR Provision L.6)

Page 87, Section L.6 (d), last sentence. Please confirm the government intends for Offerors to provide "...detailed pricing information to support all subcontractor costs..." in Volume VI – Cost/Price Proposal, not Volume III as stated in this paragraph.

Response: Detailed pricing information to support all subcontractor costs shall be included in Volume VI, Cost/Price Proposal.

Question/Comment 9 (SIR Provision L.7)

Page 89, Section L.7. The initial paragraph identifies 5 Subfactors for Past Performance. This is in contrast to Page 84, Section L.3 and Page 102, Section M.5 (c) which only identifies 4 Subfactors for Past Performance. Please confirm that only 4 Subfactors are intended for Section L.7 or provide the content requirements for Subfactor 5 - Overall Contract Past Performance.

Response: Subfactor 5 – Overall Contract Past Performance will be evaluated in accordance with the guidance provided in Provision M.6 Risk Assessment

Question/Comment 10 (PWS)

PWS 2.2.5 – BMX (Business Management Solutions), Are Offerors required to use this tool to track quality and compliance on the program or must we just interface with it to integrate our QA in the government system?

Response: Section 2.2 of the PWS provides definitions of the types of systems (not all inclusive – See “Note” under Paragraph 2.2.40) the Enterprise Services Center (ESC) supports. Paragraph 2.2.5, BMX (Business Management Solutions), is a system that may require support by contractor personnel under the terms and conditions of the contract. It was not included as a system the contractor is required to use.

Question/Comment 11 (PWS)

PWS 2.2.5 – BMX (Business Management Solutions), Will the FAA provide the tool or are Offerors expected to purchase it?

Response: Refer to Question 10 above.

Question/Comment 12 (PWS)

PWS 5.1.3.5, Information Media. This PWS requirement does not have a corresponding description in Section L.3 (e) or Section L.6 (e) (1). Please specify where you want this PWS requirement addressed in the proposal?

Response: IAW PWS, paragraph 5.1.3, the list of services are not all-inclusive but are areas and activities typical of the services that will be provided under the resulting contract. At the present time, the services listed in paragraph 5.1.3.5, Information Media, are not expected to be actively supported by the resulting contract and therefore, have not been included in the Section L evaluation factors.

Question/Comment 13 (PWS)

PWS 5.11.4, This paragraph states a requirement for a Video Production Assistant. However, this labor category is not listed in Section B, Part 1. Please clarify the requirements for a Video Production Assistant. If this labor category is included in Section B, please include the quantity of hours to be delivered.

Response: Video Production Assistant will be added to Schedule B. The quantity of hours will be for 1 hour and will fall within the purview of CLIN 2.52 since there is no current requirement for a Video Production Assistant but their may be in the future.

Question/Comment 14 (SIR Attachment 8)

The Work Description Outline specifies Discoverer resource(s). The Administrative Considerations: Performance Schedule references Oracle Reports 6i as a technical skill set, but does not ask for any Oracle Reports 6i development and/or maintenance. Are there any planned development and/or maintenance other than Discoverer?

Response: No. However, understanding of reports is critical for the discoverer development. The skill set is required in order to complete the task.

Question/Comment 15 (SIR Attachment 8)

Work Description Outline: Please provide the Current Charter and Configuration Policy to ensure that any proposed task order execution meets the requirements in place.

Response: A copy of the Current Charter and Configuration Policy will be given to the successful offeror.

Question/Comment 16 (SIR Attachment 8)

Administrative Considerations: Inspection and Acceptance: Please provide the existing Delphi Processes and Procedures used to develop discoverer reports/workbooks

Response: The procedures are outlined in the SCR process to develop reports from the MD-065. A redacted copy of a MD-065 will be given to the successful offeror.

Question/Comment 17 (SIR Attachment 8)

Deliverables: This section specifies 65 changes to support documentation for System Change Requests per year. Can we assume that 65 existing reports are changing each year? Or, is this documentation associated with the "New Discoverer objects and /or folders System Change Requests"?

Response: There will be approximately 65 changes to existing support documentation for System Change Requests per year.

Question/Comment 18 (SIR Attachment 8)

Deliverables: specifies 4 System Change requests per year. Is it intended that the "New Discoverer objects and/or Folders System Change Requests" will be included within these 4 System Change Requests?

Response: Yes

Question/Comment 19 (SIR Attachment 9)

Is it the intent that one individual performs the ISSO duties for all systems/infrastructure identified in this Task Order?

Response: There are two systems. The requirement is for providing support for both systems to the appointed Information Systems Security Officer (ISSO), not being an ISSO.

Question/Comment 20 (SIR Attachment 9)

What is the current staffing on this task order?

Response: The current task order is being supported by one (1) contract resource.

Question/Comment 21 (SIR Attachment 9)

Are any specific certifications required for personnel supporting this task?

Response: Support personnel supporting the functions of this task would usually be CISSP's however, experience is important as well. Support personnel must have a Critical Sensitive (Level 6) clearance to perform these functions.

Question/Comment 22 (SIR Attachment 9)

What level of experience (years of experience) is required for the ISSO?

Response: Refer to Question/Comment 19 above.

Question/Comment 23 (SIR Attachment 9)

Are the systems being supported by the ISSO already certified and accredited? If so, when are they up for reaccreditation?

Response: These systems are accredited and undergo annual assessment or recertification depending on the scope of system changes. One system was recertified in 2010 and the other is being recertified in 2011.

Question/Comment 24 (SIR Attachment 13)

What is the current staffing levels supporting this work now?

Response: The current task order is being supported by ten (10) contract resources.

Question/Comment 25 (SIR Attachment 13)

Is it the intent that the assessment team (to include peer reviewers) be physically located in OK (with occasional travel)?

Response: Work will be performed at the Mike Monroney Aeronautical Center in Oklahoma City, OK. There is no requirement for travel.

Question/Comment 26 (SIR Attachment 13)

Are any specific certifications required for personnel supporting this task?

Response: There are no specific certification requirements for contractor personnel supporting this task.

Question/Comment 27 (SIR Attachment 13)

Are there any levels of experience (years of experience) requirements for the assessment team?

Response: The level of experience required would depend on the skill category/categories included in your proposal to perform the task.

Question/Comment 28 (SIR Attachment 13)

What is being assessed? How many General Support Systems (GSS), Major Applications (MA), Minor Applications, etc. are there?

Response: Federal IT systems are being assessed. The number/type of systems varies depending on the federal customer's needs. The majority of the work is assigned to federal employees. Contract resources assist on these projects.

Question/Comment 29 (SIR)

L.4 - Volume II - Phase One (1) Screening Decision Non-Technical Documents – Factor 7; 2nd Sentence; pg 85

In addition, the offeror must provide their financial statements/balance sheets, to include assets and liabilities, for the last two years, to demonstrate the capability to successfully perform a service equivalent to the magnitude and complexity of this requirement.

Question: Request that financial statement/balance sheets be an attachment to Volume II so as not to exceed 10-page limit.

Response: Financial statements/balance sheets may be listed as an attachment in reference to Provision L.4 Financial Capability.

Question/Comment 30 (SIR)

Section L3; Phase One Table, Vol. II, bottom of pg 83 and top of pg 84.

Volume II lists:

Factor 1: Adequate Accounting System

Factor 2: Financial Capability.

However...

Section L.4; Vol II – PHASE ONE (1) Screening Decision Non-TECHNICAL DOCUMENTS; top of pg 85

Vol II Lists

Factor 6: Adequate Accounting System

Factor 7: Financial Capability

Question: Request customer to correct numbering of Factors for Phase One: Volumes I and II.

Response: Provision L.3 will be corrected to be consistent with Provision L.4.

Question/Comment 31 (SIR)

Section L.3, pg 84

Business Declaration

Subcontracting & Teaming Arrangements Plan (reference L.6)

Question: L.6 Speaks to Volume IV – Technical Proposal. Please confirm that the 10-page Teaming Arrangement Plan is discussed in L.5 Volume III – Solicitation, Offer, and Award Documents and not in Volume IV – Technical Proposal.

Response: Subcontracting & Teaming Arrangements Plan (**reference L.6**) will be corrected to Subcontracting & Teaming Arrangements Plan (**reference L.5**) and should be include in Volume III – Solicitation, Offer, and Award Documents.

Question/Comment 32 (SIR)

Question: Section L.8, Page 91 – Please confirm whether the Cost Proposal is Volume V or Volume VI.

Response: The correct title of Provision L.8 should be Volume VI – Cost/Price Proposal.

Question/Comment 33 (SIR)

Question: Is Section L.8, Page 91, Step (e) an intentional omission?

Response: Yes, Provision L.8 paragraph (e) is an intentional omission.

Question/Comment 34 (SIR)

Question: Is Section M.5, Past Performance Evaluation, Page102, Step (d) an intentional omission?

Response: Yes, Provision M.5 paragraph (d) is an intentional omission.

Question/Comment 35 (SIR)

L.7 Volume V states: “The offeror shall submit a list of relevant past and present contracts performed for Federal, State, Local Governments or commercial sources within the past five (5) years, involving effort of same or similar complexity, magnitude, and level.”

Question: Please define the use of the term “list.” Would inclusion of the contracts in the Past Performance Volume be considered a “list” or does the Government require a separate list of contracts?

Response: Yes, the term "list" is referring to the past performance references included in Volume V.

Question/Comment 36 (SIR)

Question: Does the Government have a requirement as to the number of contracts included in L.7 Volume V – Past Performance or is the number only restricted by page count (10 pages)?

Response: Offerors are advised to provide no more than five contracts for Past Performance references.

Question/Comment 37 (SIR)

Question: Please define font size in tables and graphics for Volumes I through VI.

Response: Calibri font not smaller than 8 is here by authorized for tables and graphics for Volumes I through V. Calibri font not smaller than 9 is here by authorized for pricing spreadsheets for Volume VI.

Question/Comment 38 (SIR and PWS)

Reference SIR/RFO No. DTFAAC-11-R-00062; Part IV – Section L; Factor 3- Program Management (iv) Subfactor 4-Transition Plan, page 89

Offerors shall describe their plan for successful transition from the current contractor and describe the actions to be taken to ensure effective assumption of total responsibility for performance at the end of the end of the transition period, e.g., executive summary; transition plan objectives; roles and responsibilities; identification of resources; transferring resources and methods for transfer; proposed organizational structure, including subcontractors; extent of management involvement in daily operations during the transition period; point(s) of contact; risk identification and mitigation; transition activities, including all those required by the SIR/RFP; project plan schedule for completion of transition activities; post transition activities; document control; review and acceptance, including sign-off; etc

Reference Performance Work Statement (PWS) Attachment 1; Paragraph 1.2.11 Transition Plan on Page 12 of 56

It is essential to the Government that services required under this PWS are performed without interruption. Consequently, it is imperative that transition to full contract performance be accomplished in a well planned, orderly and efficient manner. The transition period shall begin 45 days prior to full contract performance as required by the solicitation/contract, which is anticipated to be in the second quarter of fiscal year 2011. The purpose of this orientation is primarily to:

- a. Observe work accomplished by current contractor personnel

- b. Complete personnel requirements including the hiring of personnel to ensure satisfactory performance beginning on the contract start date.
[Note: Soliciting personnel for employment during their duty hours is prohibited. Contractor shall abide by applicable governance regulations]
- c. Obtain security clearances
- d. Accomplish necessary training of contractor employees
- e. Establish work stations
- f. Transfer Government Furnished Property

Question: The requirements in Section L differ from those in the PWS. Please provide guidance as to what requirement is to be addressed and contained in the transition plan for this proposal, as page count is limited.

Response: The information you have been requested to provide per Section L; Factor 3-Program Management (iv) Subfactor 4-Transition Plan, will be used to evaluate your ability to meet the requirement. Paragraph 1.2.11 of the PWS is merely describing the purpose of having a plan and helps define what that period of time will be used for. If you feel they conflict, the requirements of the solicitation would take precedence.

Question/Comment 39 (General)

Question: Please explain how the Government will use 11x17 page size for volumes. Will an 11x17 page count for one page?

Response: 11x17 pages will count for 2 pages.

Question/Comment 40 (SIR)

Question: While tables and exhibits are typically built in font size 10, what font size would the Government consider for exhibits and tables in Volumes I through VI?

Response: Calibri font not smaller than 8 is hereby authorized for exhibits and tables for Volumes I through V. Calibri font not smaller than 9 is hereby authorized for pricing spreadsheets for Volume VI.

Question/Comment 41 (SIR)

Question: Section L.5.f, pg 86 of RFP/SIR, references M.5 Risk Assessment. Section M, pg. 103 of the RFP/SIR, however, references M.6 Risk Assessment. Please confirm M.5 or M.6 as the correct reference for Risk Assessment.

Response: Provision M.6 is the correct reference for Risk Assessment.

Question/Comment 42 (SIR and PWS)

Reference PWS Paragraph 1.2.3 Contract/Task Order Management. The contractor shall submit a written Program Management Plan with their proposal detailing their proposed managerial approach as related to each IT service, as further defined in Section 5, pursuant to CDRL A011 (Program Management Plan)

Question: For PWS 1.2.3, Contract/Task Order Management, please provide clarification as to which volume and factor the Program Management Plan aligns.

Response: The Program Management Plan is part of Volume 4, Factor 3, and can be added as an attachment. It is not subject to the 115 page count limitation.

Question Comment 43 (SIR)

RFP pg. 36, B.3. (c) states that "Potential offerors are to submit a price proposal and an explanation of proposed technical approach for CLINs 8 through 15 ..." However in Section L, the discussion of Factors and Subfactors per Volume does not describe where the Task Order Technical Approach should be included.

Question: Please clarify in which volume the technical approach for the "sample" Task Orders is to be documented.

Response: These are not "sample" task orders. These are the firm-fixed price task orders that will be written/awarded upon the effective date of the contract. They are not part of the technical proposal but are (in fact) stand alone request for proposals for the specific task and should be based on your assessment of the skill category(s) required to fulfill the requirements of the SOW. As stated in Question 3, The technical approach for the subject CLINs should be included in Volume VI Cost or Price Proposal.

Question/Comment 44 (SIR)

RFP pg. 42, H.9. (c) states that "Locality Pay Percentages are listed in Attachment 15", yet no attachment 15 was posted to the website.

Question: Please provide Attachment 15.

Response: Attachment 15 was provided in Amendment 0001 to the solicitation.

Question/Comment 45 (SIR)

Attachments 7 – 14 provide SOWs for various FFP Tasks to be priced for Schedule B on this submission, however, no workload data is provided for the tasks.

Question: Please provide comprehensive workload data for the tasks to facilitate accurate FFP pricing estimates.

Response: The SOW's included as attachments are intended to provide the level of detail necessary for offerors to submit proposals on a firm-fixed price basis. If the level of detail is insufficient, specific questions regarding specific task orders should be submitted to the CO for clarification. These tasks will be negotiated with the successful offeror upon award of the contract

Question/Comment 46 (SIR and PWS)

Question: Starting on page 36 of the RFP/SIR, Schedule B calls out all positions, including detailed information for education, experience, and duties. The Systems Engineer is referenced in Schedule B; however, there is no detailed information for this position in the PWS. Please clarify.

Response: There is no requirement for a Systems Engineer in the PWS. This skill category will be removed from Schedule B in the next SIR amendment.

Question/Comment 47 (SIR)

CLIN 2.47 is Telecommunications Specialist VI
CLIN 2.48 is Telecommunications Specialist V
CLIN 2.49 is Telecommunications Specialist III

Question: Please confirm if we are missing a CLIN for Telecommunications Specialist IV or if CLIN 2.47 was intended to be the Telecommunications Specialist IV rather than Telecommunications Specialist VI.

Response: Telecommunications Specialist IV has been added in Amendment 0001 to the solicitation. Telecommunications Specialist II has been deleted as it does not apply to this requirement.

Is the omission of Telecommunications Specialist I an intentional pricing choice or does this CLIN need to be added by amendment?

Response: IAW the PWS, page 51, Telecommunication Specialist III, IV, V, and VI, are the only skill categories in this series that apply to this requirement.

Please confirm if we are missing CLINs for Computer and Information Scientist V and Computer and Information Scientist III.

Response: IAW the PWS, page 53, Computer and Information Scientist Level II, IV, and VI, are the only skill categories in this series that apply to this requirement.

Question/Comment 48 (SIR)

Section B3: Task Order Pricing. The SIR requests a price proposal and technical approach for tasks identified as CLINs 8 – 15 of the basic contract. The documents released as attachments 7 - 14 of the SIR do not contain enough information to make an informed response to either question.

Question: Will the government provide sufficient detail to allow a fully informed response?

Response: The SOW's included as attachments are intended to provide the level of detail necessary for offerors to submit proposals on a firm-fixed price basis. If the level of detail is insufficient, specific questions regarding specific task orders should be submitted to the CO for clarification.

Question/Comment 49 (SIR)

Will the Government grant an extension for the Phase 2 response until Dec 3rd? The extensive amount of information being requested was not anticipated to be submitted with the initial SIR response based on previous guidance provided by the Government. The additional time to prepare the Phase 2 submittal will help ensure higher quality Phase1 products are received.

Response: No, the FAA is unable to grant an extension for the Phase I Response until December 3, 2010.

Question/Comment 50 (SIR)

Benefit plan summaries appear to be requested from all subcontractor/teaming partners. Large teams will require a significant amount of pages to provide this information in an already page limited Volume 1. Can this information be provided as an attachment not included in the page count?

Response: Yes

Question/Comment 51 (SIR)

Task Leader Roles and Responsibilities are being requested. Please clarify if Task Leader is a generic title to cover the Program Manager and Alternate as well as Task Order Managers, or is it directed at some other specific management individual on the contract?

Response: Task Leader is not a generic title covering the Program Manager and Alternate Program Manager as well as Task Order Managers. The roles and responsibilities for the Program Manager and the Alternate Program Manager are stated in paragraph 1.2.1.1 of the PWS and are at the overall contract level. The

PM/Alternate are not involved in the day to day supervision of contract employees however, they are responsible for the overall contract/task performance and resolution of issues/problems when and if they occur if they cannot be settled at the Task level. A Task Lead's (a.k.a. Contract Supervisor – see Clause H.16 on page 48 of the solicitation) responsibilities are identified in paragraph 1.2.1.3 of the PWS. These responsibilities are at the task level and have to do with the day to day supervision of contract employees working on a task(s).

Question/Comment 52 (SIR)

Section L.3, subsection (c) paragraph (1) describes Page Printing. Can fold-outs be used as part of our response (e.g. 11x17); and if acceptable can you provide the page count associated with fold-outs?

Response: As stated in Question 39, 11x17 pages will count as 2 pages regarding the page count allowance. There is no limit on the number of fold-outs that potential offerors are authorized to include in proposals.

Question/Comment 53 (SIR)

Section L.4, Factor 1 "Experience Performing Comparable Scope IT Support Services." The Government states "Offeror shall provide documentation to verify the company has performed contract services within the last five (5) years in information technology..." Can the Government elaborate on what type of documentation is needed/acceptable for review (e.g., matrices, cameos on programs, etc?)

Response: There is no set format for this documentation. Potential offerors are encouraged to provide this information in the format that they feel best demonstrates the offerors experience performing comparable scope IT Support Services, subject to the limitations provided in the SIR.

Question/Comment 54 (SIR Section B)

Assuming that CLIN 1 Phase In is the 45 day transition from incumbent to awardee, Amount is stated as "not separately priced". Is it assumed that the transition period is provided at no charge? If this is an incorrect assumption, is this a T&M or FFP task order?

Response: The transition period should not have a price associated with it in offerors proposals. If there is a charge for this effort, this cost should be included elsewhere in the offerors proposal. It is not necessary to issue a task order for the transition period as this CLIN (if necessary) will be exercised at time of contract award

Question/Comment 55 (SIR Section B)

In the tables in Section B of the RFP, CLIN's 3 and 4 represent cost reimbursable CLINS for "Contractor Furnished Materials" and "Travel" respectively. The RFP provides "estimated" values for each, and asks us to provide a not-to-exceed percentage for G&A. Are the values of \$1,500 per year for Materials and \$540,000 per year for Travel supposed to be treated as plug numbers prior to G&A for evaluation purposes?

Response: Yes.

Question/Comment 56 (SIR Section B)

Are CLINs 8 - 15 (FFP) executable as proposed without negotiation or are they used for evaluation purposes only?

Response: The subject CLINs are intended to provide the level of detail necessary for offerors to submit proposals on a firm-fixed price basis. If the level of detail is insufficient, specific questions regarding specific task orders should be submitted to the CO for clarification. Offerors proposals for these CLINs will be used to calculate the offerors total proposed price; however, these tasks will be negotiated with the successful offeror upon award of the contract

Question/Comment 57 (PWS)

Is a Program Management Plan (PMP) required per the statement made in Section 1.2.3 - Contract/Task Order Management, or does Section L which does not require a PMP deliverable as part of the proposal, override the PWS? If a PMP is required will it be part of the 115 page count?

Response: The PMP is required however; it is not part of the 115 page count.

Question/Comment 58 (SIR)

Would the government consider allowing submission of Volume I and Volume II prior to the balance of the required proposal submissions to allow for early decisions on down selecting? This would allow prime contractors who are qualified bidders to focus their efforts on the key technical and pricing areas of the requirement. This would also allow viable companies acting as teaming partners to bring their qualifications to bidders who have been down selected, providing the FAA the opportunity to access the best companies in the market space.

Response: No, the FAA has made the decision to have all proposal volumes submitted at the same time.

Question/Comment 59 (SIR)

Is there a more inclusive Configuration Management Database/Inventory of Equipment that includes servers, routers and switches?

Response: Yes. However, performance under this contract is through a blend of contractor personnel and federal FTE's working with the equipment. The successful offeror is not required to take care of the total environment so release of this information is not deemed necessary.

Question/Comment 60 (General)

Is there an Operational Security Policy that can be obtained from the COTR?

Response The security requirements that pertain to this contract are clearly identified in the SIR and the PWS.

Question/Comment 61 (General)

There is support for office automation, telecommunications, Data Center support, WAN support and Systems support called out for but there are no specifics in terms of the applications to be supported or the infrastructure including details such as the number and type of servers/systems or infrastructure devices to be supported. Will additional information be provided in this solicitation?

Response: The majority of the task orders placed against this contract will be on a time and material basis. The individual task orders will supply the necessary information needed to negotiate the skill categories and number of individuals required to support the task. The applications, etc., requiring support are task specific and will be identified in the individual task statement of work (SOW). A list of systems (not all-inclusive) currently being supported can be found in the PWS, Section 2.2.

Question/Comment 62 (General)

Sect L.1 (d) – When is the deadline to submit questions after the pre-proposal conference?

Response: Questions should be submitted as soon as possible.

Question/Comment 63 (SIR)

Are the hours in Section B for evaluation purposes only or what is expected to complete work or both?

Response: The hours included in Section B represent what the FAA reasonably expects during the course of the contract and the FAA will be using these hours to determine the estimated proposal values.

Question/Comment 64 (SIR Section B)

The CLIN for Web Developer, Level II category is listed as 2.1; however the sub-CLIN Web Developer, Level II (Regular Hours) is listed as 2.10A and the sub CLIN Web Developer, Level II (Premium Hrs) is listed as 2.10B.

Question: should the CLIN be 2.10?

Response: Yes, it should be 2.10, Web Developer Level II.

Question/Comment 65 (SIR Provision B)

Please define the units to be used for pricing the Task Orders CLINS 8-15. For example, hourly, monthly, etc. and does the unit include ODCs, and travel.

Response: The FAA's intention is for offerors to propose a Firm-Fixed Price for a quantity of 1 each for CLINs 8-15.

Question/Comment 66 (SIR Provision F.6)

Is this clause applicable to FFP task orders (CLIN 8-15)?

Response: No, Provision F.6 is related to the period of performance of the basic contract. The period of performance for CLINs 8-15 will be established when the task orders for these CLINs are issued.

Question/Comment 67 (SIR Provision I.3)

Is the rate table current for 2010 as applied to AMS 3.6.2-29?

Response: Yes.

Question/Comment 68 (SIR Provision L.3)

SIR/RFO states that "... font size no less than 11, in Arial or Times New Roman." Would the government consider a minimum font size of 8 for graphics and tables?

Response: Calibri font not smaller than 8 is hereby authorized for graphics and tables.

Question/Comment 69 (SIR Provision L.3)

While the SIR specifies hard copy and CD delivery in Section L.3, the SIR allows for electronic submission as well, as stated on page 94. Does the Government require both forms of submission for this proposal response?

Response: The instructions contained in Provision L.3 are related to initial submittal of all proposal volumes. Other than the data to be included on the CD at time of proposal submission, no electronic submission for the initial SIR proposal is necessary. If discussions of the SIR become necessary, the contracting officer will allow offerors to submit responses to evaluation notices electronically.

Question/Comment 70 (SIR Provision L.3)

The named services in the PWS do not match up with the Section L list of services. Section L is missing the Information Media service, and the PWS Section 5.1.3.9 lists "Best Practices" while the outline in Section L.3.(e) lists "Quality Management Systems" for the last service area. Please align the service category names listed in Section L and in the PWS.

Response: The subfactors listed for Volume IV, Technical Proposal are correct as is. No changes are necessary.

Question/Comment 71 (SIR Provision L.4)

The requirement says "in a comparable scope". Does "comparable scope" encompass comparable size and complexity?

Response: Comparable scope means comparable in size, scope, complexity and magnitude.

Question/Comment 72 (SIR Provision L.4)

What is satisfactory evidence for demonstrating that vendor has simultaneously employed and managed 250 full time employees for a period not less than one year?

Response: There is no set format for offerors to use to respond to this part of the proposal. Offerors are advised to provide information in their proposal that best demonstrates compliance with this factor.

Question/Comment 73 (SIR Provision L.6)

Line 3 refers to the Technical Proposal as "Volume II". Should this be "Volume IV"?

Response: The reference to Volume II in Provision L.6, paragraph (d) should be Volume IV.

Question/Comment 74 (SIR Provision L.6 and L.8)

Section L.6 (d) includes the phrase “. . . detailed pricing information to support all subcontracted costs must be provided.” In Section L.8, Pricing Information for Teaming Arrangements and Subcontractors, the SIR states: “Teaming Arrangements and submittal of rates for each “partner/subcontractor” providing 25% or more of the effort is required for the base year and all option years.

Question: What, if any, pricing data is required for teammates /subcontractors who are not anticipated to provide at least 25% of the efforts?

Response: Provision L.8 (g) will be amended to read:

“Teaming Arrangements and submittal of rates for each “partner/subcontractor” is required for the base year and all option years.”

Question/Comment 75 (SIR Provisions L.7 and M.5)

Section L.7 request that Subfactor 5- Overall Contract Past Performance be included in the response. However, in Section M.5 Past Performance Evaluation it is not clear if Subfactor 5 is being evaluated. Please verify that Section M.5 (e) is the evaluation criteria for Subfactor 5.

Response: Subfactor 5 – Overall Contract Past Performance will be evaluated in accordance with the guidance provided in Provision M.6 Risk Assessment.

Question/Comment 76 (SIR Provisions L.7 and M.5)

If Section M.5 (e) is not the evaluation criteria for Section L.7 Subfactor 5 - Overall Contract Past Performance, can you please provide the evaluation criteria for Subfactor 5?

Response: Subfactor 5 – Overall Contract Past Performance will be evaluated in accordance with the guidance provided in Provision M.6 Risk Assessment.

Question/Comment 77 (SIR Section L.7)

The SIR/RFO states the offeror must “. . . include in this proposal volume a “roadmap” describing all such changes in the organization of your company. A pamphlet or other commercial document describing such reorganizations may suffice. As part of this explanation, show how these changes impact the relevance of any efforts you identify for past performance evaluation/performance confidence assessment.”

Question: Can this information be included as an attachment to Volume V and therefore will not be included in the maximum ten page count for Volume V: Past Performance?

Response: Yes, this information can be listed as an attachment to Volume V and will not count towards to maximum page count limit.

Question/Comment 78 (PWS paragraph 1.1.2)

States: "some of the organizations supported by this program include ..." Is this list all inclusive? If not, which specific groups have been excluded?

Response: The list is not all inclusive nor is it deemed necessary to provide an all-inclusive list.

Question/Comment 79 (SIR Section B)

Is the LOE required for CLIN 8-15 FFP pricing is in addition to the LOE for CLIN 2?

Response: As was discussed during the Pre-Proposal Conference, task orders to be issued against this contract can be issued utilizing Firm-Fixed Price (FFP) pricing arrangements or Time-and-Materials (T&M) pricing arrangements. For T&M tasks, the labor rates included in CLIN 2 will be utilized for the establishment of Not-To-Exceed amount of the Task Order. CLINs 8-15 are current known tasks that will employ FFP pricing arrangements. There may be additional tasks that will be issued during the life of the contract that will employ FFP pricing; CLINs 8-15 are the only ones known at this time.

Question/Comment 80 (SIR Provision F.6)

PWS Section F.6 Contract Period (Jan 1997) States: The effective period of this contract is from March 1, 2011 through February 28, 2012 for the Base Year, and if extended by exercise of option, one-year option periods designated as follows: Beginning

January 17, 2011 through February 28, 2011 – Phase In
March 1, 2011 through February 29, 2012 – Base Period
March 1, 2012 through February 29, 2013 – Option I
March 1, 2013 through February 29, 2014 – Option II
March 1, 2014 through February 29, 2015 – Option III
March 1, 2015 through February 29, 2016 – Option IV

Question: If base contract award is on March 1, 2011 going thru February 29, 2012 followed by four 1-year options and the FAR does not allow most contracts to exceed 1 year increments for a max period of five years, then what is the

contract plan to cover the initial "Phase In" period? It does not appear to be within five year limitation, not to mention that work precedes base contract award.

Response: The effective date of the contract and actual performance by the successful offeror will begin on March 1, 2011. The phase in period is used for negotiation of task orders and for those items described in the PWS, paragraph 1.2.11, Transition Plan. The phase-in/transition period is not included as part of the period of performance. It is to allow for a smooth transition with no interruption in service from one contract to another. FAA is not subject to the FAR however, FAR Clause 52.237-3, Continuity of Services, allows for phase-in/phase-out services for up to 90 days after a contract expires. FAA is subject to the Acquisition Management System (AMS) which includes a similar AMS Clause 3.8.2-11, Continuity of Services, which has been incorporated by reference in Section I of the solicitation.

Question/Comment 81 (SIR Section B)

CLINs 8 through 15 all have a Period of Performance stated of 1 year. Section B.3 (e) states "Potential offerors are to submit a price proposal and an explanation of proposed technical approach for CLINs 8 through 15 for the Base Period and all options."

We assume that pricing for all the FFPLOE Task Orders is to be for base plus the 4 options years. Is this assumption correct?

Response: Yes

Question/Comment 82 (SIR Provision L.3)

The sections states "... with font size no less than 11, in Arial or Times New Roman"

We request to use smaller but highly legible font sizes for graphics, callouts, and captions. We recommend the Government allow not less than 8 point Arial family font for graphics, text callouts, and captions. Will the Government please approve this request?

Response: Calibri font not smaller than 8 is here by authorized for graphics, text callouts and captions.

Question/Comment 83 (SIR Provision L.3)

The sections states "... with font size no less than 11, in Arial or Times New Roman"

May bidders use smaller font sizes for tables? We recommend allowing the use of 10 point Arial Narrow for tables.

Response: Calibri font not smaller than 8 is here by authorized for tables.

Question/Comment 84 (SIR Provision L.3)

The sections states "... with font size no less than 11, in Arial or Times New Roman"

May font sizes be smaller for pricing spreadsheets? We recommend Arial 8 point for pricing spreadsheets.

Response: Calibri font not smaller than 9 is here by authorized for pricing spreadsheets.

Question/Comment 85 (SIR Provision M.2)

M.2(c) states that "... Separate technical, past performance and price/cost proposals are required as described in Section L. If any portion of the work is to be performed by a subcontractor, offerors must include in their technical proposal supporting documentation describing each subcontractor's qualifications and detailed pricing information to support the subcontractor costs."

This section could be interpreted to mean that pricing information must be included in Vol IV Technical Proposal. Is this correct or should the reference be amended to remove the requirement?

Response: Provision M.2(c) will be amended to read:

"... Separate technical, past performance and price/cost proposals are required as described in Section L. If any portion of the work is to be performed by a subcontractor, offerors must include in their technical proposal, Volume IV, supporting documentation describing each subcontractor's qualifications and offerors must include in their pricing proposal, Volume VI, detailed pricing information to support the subcontractor costs."

Question/Comment 86 (SIR Provision L.5)

Solicitation provides "Completed pricing information in the schedule B of the model contract and Volume IV, Contract Documentation".

Is this correct or should the reference to Volume IV be a reference to Volume VI, Cost/Price Volume? Please confirm/clarify the references.

Response: The volume reference included in Provision L.5(b) will be corrected to read "Volume VI, Cost/Price Volume."

Question/Comment 87 (SIR Provision L.6)

Solicitation provides "In Volume III, Cost/Price Information, detailed pricing information to support all subcontractor costs must be provided".

Is this correct or should the reference to "Volume III" be a reference to "Volume VI"? Please confirm/clarify the references.

Response: The volume reference included in Provision L.6(d) will be corrected to read "Volume VI, Cost/Price Volume."

INFORMATION TECHNOLOGY SUPPORT SERVICES (ITSS)
PRE-PROPOSAL CONFERENCE
MINUTES

The following agenda was utilized for the ITSS Pre-Proposal Conference that was held at the Mike Monroney Aeronautical Center in Oklahoma City OK on October 13, 2010:

10:00 – 10:30 Introductions, Rules of Engagement and SIR Overview
10:30 – 12:00 Review of Previously Submitted Questions
11:00 – 11:30 Question Submittal and Wrap-Up

The following people were in attendance for the Pre-Proposal Conference:

Name	Organization
Doris Reeves	NCI
Rob Fila	NCI
Ian Tomlinson	Omni Systems Inc
Brian Smith	SAIC
Kerry Albright	SAIC
Paul Davidson	Foxhole Technology
Ronald Guenther	Centuria
Yvonne Struble	Centuria
Paul Sanchez	Harris IT Services
Steve Speegle	Harris IT Services
Jeff Lang	ITT Systems Corporation
Dave Bratcher	Delaware Resource Group
Simon Hsu	Keybridge Technologies, Inc.
Sandra Mayo	CGI Federal
Michael Penney	Teksystems
Jim Sexton	Computer System Designers
Brian Magers	Computer System Designers
Wayne Goodlin	Abacus Technology
Celia Sullivan	Accenture
Steve Yantko	Abacus Technology
Leo Epperson	Dyami
Sandra Schreiner	L-3
Donna Cosper	Lockheed Martin
Ryan Dougherty	Lockheed Martin
Harold Chadwick	Leader Communication
Cynthia Canevaro	HyperNet Solutions
Michelle Hoang	HyperNet Solutions
Brent Jordan	C-2 Technologies, Inc.
David Lantzy	System Research & Applications Corp.
John Hunter	Robinson Aviation
Rick Coles	Robinson Aviation
Gabe Garrett	ARES Corporation

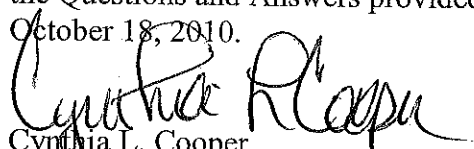
Attach 2
1 of 2

Kevin Razzaghi
Leo Sheridan
Cynthia Cooper

Unisys
BMC Software
FAA – OKC

All present were advised that the acquisition method being used for this procurement is Best Value Full-Trade-Off Source Selection Procedures and were advised to review Clause M.1 of the solicitation for more specific information. Potential offerors were advised that in order to be fair to all competitors, including those not currently present, all questions should be submitted in writing to the Contracting Officer. All parties were reminded that even if there are discussions about potential changes to this requirement, the solicitation package (including all attachments) remains unchanged unless it is formally changed by a solicitation amendment. Offerors were advised that it use of cameras, video equipment or other recording devices were not permitted during the conference. Finally, the Contracting Officer advised attendees that the minutes from the conference, previously submitted questions and answers along with other SIR changes will be incorporated into a SIR amendment to be issued by approximately October 20, 2010.

Hard copies of Questions 1-87 along with corresponding Answers were provided to attendees. The Contracting Officer went through the questions with those present, pointing out specific questions that were asked by numerous potential offerors. The Contracting Officer asked those present to submit any follow-on questions as a result of the Questions and Answers provided during the conference by close of business on October 18, 2010.


Cynthia L. Cooper
Contracting Officer
October 13, 2010